

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Toyotomi America, Inc.

#### Kentucky Manufacturing Assistance Center

#### Toyotomi America Improves Customer Relationships With Iso 14001

##### Client Profile:

Toyotomi America, a stamping and assembly plant that produces aftermarket automobile body parts for a major Japanese automaker, is a division of Japan-based Toyotomi Kiko. The Springfield, Kentucky, facility opened in spring 2000, and is Toyotomi Kiko's only manufacturing facility located outside of Japan. The 160,000 square foot facility is home to approximately 65 employees.

##### Situation:

Toyotomi America's primary client notified the company that in order to continue doing business together, Toyotomi America had to develop and implement an ISO 14001 Environmental Management System (EMS). The company contacted the Kentucky Manufacturing Assistance Center (KMAC), a NIST MEP network affiliate, to help develop an ISO 14001 action plan.

##### Solution:

The KMAC team, working closely with Toyotomi America, designed a comprehensive, 12-month plan to coach, mentor, advise, and train Toyotomi America personnel in waste reduction, energy and material conservation, ISO compliance, and workplace safety.

First, KMAC conducted a gap analysis to identify environmental noncompliances in Toyotomi America's processes. Then the organization prepared an overview for management at Toyotomi America. Based on the recommendations outlined in KMAC's overview, Toyotomi America formed a steering committee, which worked with KMAC to develop a project timeline that included goals and milestones. KMAC helped the ISO steering committee develop Level I through IV documents to verify its processes, conducted internal auditor training, performed desktop and waste stream audits, and conducted a pre-assessment audit to prepare the company for its final certification. KMAC represented Toyotomi America at the certification audit, and assisted in resolving any non-conformities with the registrar. Toyotomi America received its ISO 14001 certification, and retained the business of its major client.

##### Results:

Achieved ISO 14001 certification.

Standardized environmental management systems.

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Retained major customer.  
Improved understanding of customers, markets, or competitors.  
Enhanced employee skills.  
Created a safer work environment for employees.

### **Testimonial:**

"When we decided to become an ISO 14001 certified plant, we weren't sure who to turn to at first. What we did know was that we needed professionals with industry knowledge and experience who could get the project done on time and at a reasonable cost. When you're talking about a \$40 million dollar-a-year customer, you have to get it right. The Kentucky Manufacturing Assistance Center and its ISO 14001 implementation team were among the best we've encountered."

Charley Hardesty, Safety and Environmental Specialist